



The Pipeline

February CFC Online Looks at CFC Technology and Training

By Margaret Davis Harney, CFC Communications

The February issue of *CFC Online*, at <http://cfc.state.ky.us/cfconline/2001/February/index.htm>, looks at the work of CFC's Office of Technology Services and the Cabinet's Training Branch, and how it affects you. Featured articles include the following and more:



- * Who to contact when you have computer problems;
- * KyCARES, a Web-based resource guide;
- * CARE, a computerized file management system now in development; and
- * Overviews of Technology Services and CFC's training system, how each is organized and contact information.

This issue also includes personnel news, summaries of bills of interest to CFC in the 2001 General Assembly, and employee profiles.

In the next issue

In observance of National Professional Social Work Month, the March issue will include a proclamation signed by Gov. Paul Patton declaring March to be a time to recognize social workers in Kentucky. It will also feature the staff of CFC's Ombudsman Office and how their work benefits Kentuckians.

To see previous issues of *CFC Online*, see the archives page at <http://cfc.state.ky.us/cfconline/>.

Your comments and suggestions are always welcome. Please e-mail them to Margaret.Harney@mail.state.ky.us.

Strategic Plan Video Conferences Answer Employee Questions

By Mike Jennings, CFC Communications

CFC Secretary Viola Miller and Deputy Secretary Tim Jackson fielded questions from Cabinet employees from across the state during video conferences March 8 and 9 on goals and objectives proposed for the Cabinet's new strategic plan.

There were two one-hour conferences each day. Jackson conducted those on March 8, when Miller was tied up with legislative duties.

Miller hosted the March 9 sessions, which were held too late for complete coverage in this issue of *Pipeline*. Among other subjects, she discussed the "multiple response" legislation enacted last year, which grants Cabinet workers greater flexibility in responding to reports of child abuse or neglect. She said she would conduct teleconferences on the law, which allows caseworkers to assess a family's needs, rather than investigate, when a report indicates a low level of risk.

Multiple response is "one more tool in our toolbox for Comprehensive Family Services," Miller said.

Topics covered at the March 8 video conferences included Comprehensive Family Services (CFS), welfare reform, technological and budgetary concerns and the Cabinet's brain-drain problem.

Jackson said the CFS rollout in pilot counties is going well, and that workers there are learning the importance of carefully matching the intensity of services to the intensity of families' needs. The only thing as bad as failing to provide enough appropriate services, he said, is providing services that families don't need.

Continued on Page 3 Col. 1

March 12, 2001
Volume 2001, Issue 9

Inside this Issue:

February CFC Online Looks at CFC Technology and Training

Strategic Plan Video Conferences Answer Employee Questions

ACE/ERA Award Recipients

CFC March of Dimes Activities

Sick Leave Needed

Helpful Web Sites



ACE/ERA Award Recipients

By Shannon Thomas

Twelve Quality Central employees are among the 177 Cabinet for Families and Children employees recently tapped for performance-based monetary awards.

In all, 190 Quality Central workers were nominated—148 of them for the Adjustment for Continuing Excellence (ACE) and 42 for the Employee Recognition Award (ERA). For scoring purposes, Quality Central was split into two groups, and a peer review council from each group rated nominations from the other group.

Scores were ranked from highest to lowest, and Personnel Director Mark Rosen then gave ACEs at 4 percent of the midpoint of pay grade and ERAs of 5 percent of the midpoint of pay grade to the highest-ranking nominees.

The percentages were based on funds available. The awards were effective Feb. 16.

An ACE is an ongoing adjustment of pay. An ERA is a one-time, lump-sum payment.

ACE winners from Quality Central were:

Marla Aldridge (Administrative Hearings Branch) - From February through May 1999, when there was no Branch Manager in her division, Aldridge took on additional responsibilities, including proofing all Family Support hearing decisions before they were sent to clients, a task that required detailed knowledge of legal procedures. Her other accomplishments include:

- assigning cases to Administrative Hearing Officers;
- reviewing policy changes and draft materials;
- providing training assistance to temporary employees; and
- assisting in developing the cabinet wide Complaint Tracking System.

Aldridge balanced this workload with the demands made on her as a single mother.

Candace Borders (Disability Determinations) - She has been a volunteer on the Staff Liaison Committee and PRIDE council. When there was a shortage in her department, she took on the task of being a Consultive Examination scheduler for an additional 23 counties in the state.

James Brown (Disability Determinations) - The recipient of Distinguished Service and PRIDE awards, Brown was a case consultant before he became a supervisor. His dependability and knowledge were demonstrated on a Continuing Disability Review Personalized Decision Notice Test Project, a Financial Management Project and a New Evaluation System Committee.

Sheree Combs (Office of Performance Enhancement) - Her job skills won her a recommendation for the Certified Public Manager's Program at the Governmental Services Center. Her expertise has been sought out by her division director and peers. She has participated in a pilot project for the exit interview tool, an adoption survey workgroup, and Organization Culture Focus Groups for Secretary Miller, who also chose her as an Everyone a Leader Champion.

Laura Flowers (Disability Determinations) - A Vocational Specialist, she deals with case consultations and has started a new, comprehensive training program for examiners. She has also created a Vocational Handbook, a Trainer's Vocational Handbook, and a Vocational Policy for employees.

Lane Kemp (Community Based Services - Policy Development) - She has played an important role in Kentucky's Food Stamp Program, helping to assure federal mandates were implemented in Kentucky and to explain the policy's complex terms. She helped prepare the "Let's Talk" sessions, the Employee Appreciation Picnic and The New Beginning Celebration. She has served as a resource person for BUDS and HEROES groups. Kemp was selected by Secretary Miller to serve on CFC's Strategic Planning Team, and she

was chosen as an EAL Champion. She also partnered with community groups in Kentucky to work on a five-year strategic plan to reduce hunger.

Marthanne Manion (Community Based Services, Protection and Permanency) - She has provided high-quality services, beginning as a team leader and provider of treatment for children enrolled at Central Kentucky Re-Ed and their families. Later she moved into a "trouble-shooting" family therapist position, and is now classed as a Certified Psychologist/Psychological Associate II. Manion served as a Continuous Quality Improvement coach during the Council on Accreditation process. She holds a Master's degree in psychology.

Thomas Rohmann (Disability Determination Services) - He has been nominated for a PRIDE (People Responsibility Influencing Decisional Excellence) award because of his willingness to serve claimants. He also carries a large workload of service to foster children—frequently contacting attorneys and social workers to make sure the children's claims are processed correctly—and has done valuable work on the department's Evaluations Standards Committee.

Regina Sims (Disability Determinations) - She has been selected as a Quality Assurance analyst and is knowledgeable in the fields of cardiovascular and immune system impairments. She has even trained a medical consultant on cardiovascular medical policy. Sims has also maintained agency medical reference manuals and served on a special task force assessing medical severity of claims.

Anne Thompson (Disability Determination Services) - She has done an outstanding job of drafting and completing Residual Functional Capacity forms. She has also worked extra hours reviewing cases for Comprehensive Care Services in Eastern Kentucky and has "peer trained" others in her department.

Continued on Page 3, Col. 3.

Gov. Paul Patton has signed a proclamation declaring March to be Professional Social Work Month in Kentucky.



From Page 1:

Video Conferences...

Jackson said a question about incorporating non-state agencies such as Legal Services into CFS shows “there’s a greater and greater realization that this whole job of protecting children, making sure families are safe, . . . is just too big for our agency to do and do well.”

When CFS is fully implemented, he said, all Community Based Services workers should be able to coordinate cases in a CFS mode. And all families—including Child Support clients who currently receive no other services from the Cabinet—should be considered potential CFS families, he said.

Jackson said there are valid concerns about options for welfare recipients in rural areas where job openings and transportation are in short supply. But he said Kentucky Works participation rates for some rural areas suggest that support strategies such as child care and transportation assistance “have been effective in making sure that those folks have some access to reasonable opportunities.”

Jackson said it’s natural that the Cabinet’s programs should progress faster than its technological capabilities, but he added that programs “can’t be sustained over the long term unless there’s a technology structure” to support them. He agreed with questioners who said access to neighboring states’ client data bases would improve the Cabinet’s service to clients coming from those states.

Jackson said there’s no quick or easy solution to the challenge of trying to provide more and better services with limited resources. “We are what we are, and we’ve got what we’ve got,” he said.

But he said ways must be found to retain more high-performing Cabinet employees.

“The problem with our agency is that, if you can . . . work well for the Cabinet for Families and Children, you’re qualified to do most anything,” he said. “And you become a recruitment target for other providers who could pay more or provide other perks that a state government agency just can’t do.”

Jackson said the comments employees make on the draft Goals and Objectives will receive the same close scrutiny as those that workers made last year on the draft Vision, Mission and Values sections of the Strategic Plan.

“What emerged from that (review) was a vastly improved document,” he said.

Jackson outlined the remainder of the Strategic Planning process. Presentation of the completed plan to the Governor in June “would seem to be the end of the process, but in fact it marks the beginning of the most important part of the process,” he said.

All Quality Central offices and regional offices will then be asked to develop action plans that support the entire Strategic Plan, Jackson said.

CFC March of Dimes Activities:

March 12-16: Silent Auction

March 21: Blue Jeans for Babies

From Page 2:

Awards...

Mary Wilson (Disability Determinations) - She has contributed greatly to CFC as an examiner, trainer, Professional Relations Officer, and Policy Analyst. She has visited Boston, Nashville, Austin, San Diego and Atlanta as a facilitator for the Social Security Administration (SSA). With her extensive knowledge of SSA, she was able to keep her staff updated on new requirements and responsibilities and provide training for them.

Winning an ERA was:

Ethel Wood (Office of Program Support) - She has helped the Cabinet realize substantial financial savings by maintaining a database of all CFC cellular phones, which enables her to provide detailed billing for each cellular phone user in the Cabinet. This has helped CFC avoid being charged for personal calls or calls that exceed the state cellular phone contract rate.

Sick Leave Needed

Mary Jo Brown, an employee with Juvenile Justice, is in need of donated sick leave. Mary Jo worked for the Division of Family Support before transferring a few years ago. To donate leave, contact Barbara Sullivan at 573-3747, ext. 313.

Helpful Web Sites

Compiled by Margaret Davis Harney

If you’ve found a helpful site you would like to share in this column, e-mail it to [Margaret Davis Harney](mailto:Margaret.Davis.Harney@ky.gov). (Note: This column is provided for informational purposes only and is not intended to be an endorsement for any site or its content.)

Health and Safety

<http://www.afb.org> – American Federation of the Blind.

<http://www.kysafeschools.org> –

Kentucky Center for School Safety.
<http://www.pedinfo.org> – Information on children’s health.

<http://www.mayo.edu> – Mayo Clinic.

<http://wvda.org/calcs> – Nutrition calculators.